### GOAL-BASED GOVERNANCE PLAN MISSION, GOALS AND BUDGET SUMMARY

### **AGENCY MISSION:**

The mission of the Senior Citizens Department is to serve as an advocate, planning, research, monitoring and coordinating department, and to provide direct and indirect service, in order to ensure that these special needs populations (senior citizens persons) attain and/or maintain lifelong dignity and independence.

### AGENCY GOALS:

- 1. Advocate federal, state and local policies and partnerships that will maximize the health, safety and welfare of Detroit's elderly citizens.
- 2. Conduct community outreach activities to effectively ascertain unmet needs and to inform about programs, policies and legislation affecting existing and future entitlements, benefits and services for the elderly.
- 3. Provide accurate, user friendly, efficient information and referral services.
- 4. Coordinate the development, implementation and evaluation of inter-departmental strategies to improve City services and housing for the elderly.
- 5. Maximize Department resources for focused delivery of high quality, effective and cost efficient services.

### AGENCY FINANCIAL SUMMARY:

2001-02 Requested		2000-01 Budget	2001-02 Recommended		ncrease Decrease)
\$ 1,125,684	City Appropriations	\$ 1,123,508	\$ 1,104,044	\$	(19,464)
1,090,114 \$ 2,215,798	Grant Appropriations Total Appropriations	1,084,279 \$ 2,207,787	1,090,114 \$ 2,194,158	\$	5,835 (13,629)
\$ 1,090,114 \$ 1,090,114	Grant Revenues Total Revenues	\$ 1,084,279 \$ 1,084,279	\$ 1,090,114 \$ 1,090,114	<u>\$</u> \$	5,835 5,835
Ψ 1,000,111	Total Revenues		Ψ 1,000,111	Ψ	5,055
\$ 1,125,684	NET TAX COST:	\$ 1,123,508	\$ 1,104,044	\$	(19,464)

### **AGENCY EMPLOYEE STATISTICS:**

2001-02		2000-01	4-1-01	2001-02	Increase
Requested		<u>Budget</u>	<u>Actual</u>	Recommended	(Decrease)
9	City Positions	9	8	9	0
<u>4</u>	<b>Grant Positions</b>	<u>4</u>	<u>2</u>	<u>4</u>	<u>0</u>
13	Total Positions	13	10	13	0

### **ACTIVITIES IN THIS AGENCY:**

	2000-01	2001-02	]	Increase
	<u>Budget</u>	Budget Recommended (Dec		Decrease)
Senior Citizens Advocacy	\$ 1,123,508	\$ 1,104,044	\$	(19,464)
Information and Referral	179,939	185,160		5,221
Senior Aides	904,340	904,954		614
	\$ 2,207,787	\$ 2,194,158	\$	(13,629)

### GBG SENIOR CITIZENS ADVOCACY ACTIVITY INFORMATION

### ACTIVITY DESCRIPTION: SENIOR CITIZENS ADVOCACY

**The Mayor's Senior Citizens Commission** - serves as advisory council to the Department by Ordinance; advises the Department and the Mayor on senior citizens' issues, problems and concerns; in concert with the Director; recommends actions and strategies to address the needs of the senior residents; and develops and submits Annual Report for the Mayor.

**Planning/Research** - provides technical assistance by performing, researching and planning activities as it relates to services and resources for seniors; develops reports on housing, health services, transportation, long and short term care, assessment reports of services, and other concerns which may impact upon city senior residents.

**Education/Advocacy** - addresses the needs and concerns of the elderly on behalf of the senior citizens and with the support of the Commission.

**Administration** - manages Department functions through staff and systems development, reporting and interdepartmental coordination.

### GOALS AND OBJECTIVES:

- 1. Advocate federal, state and local policies and partnerships that will maximize the health, safety and welfare of Detroit's elderly citizens.
  - Develop an annual issues/needs assessment agenda and prepare and disseminate position paper(s) on identified, priority advocacy topic(s).
  - Establish and sustain working advocacy relationship between the Detroit Senior Citizens Commission, the State Commission on Aging and the Detroit Area Agency on Aging.
  - Prepare and disseminate an Annual Report on the state of the City's elderly population.
  - Sustain and expand inter-agency partnerships, advocacy response teams, to expedite problem resolution for health/safety emergencies affecting senior citizens.
  - Organize and expand participation in an information sharing and advocacy network, promoting collaboration and united action among aging coalitions and member agencies.
- 2. Conduct community outreach activities to effectively ascertain unmet needs and to inform about programs, policies and legislation affecting existing and future entitlements, benefits and services for the elderly.
  - Organize, convene, sponsor/co-sponsor public forums to inform and educate seniors, caregivers and general public and elicit feedback on unmet needs.
  - Provide and coordinate a speakers bureau; recruit expert volunteers to expand community outreach capabilities.
  - Develop and initiate means of mass communication, special events, including press releases, brochures, directories, cable television public access channel and monthly newsletter on aging issues, concerns, services.
- 3. Maximize Department resources for focused delivery of high quality, effective and cost efficient services.
  - Improve timeliness of internal City report submissions.
  - Increase productivity, efficiency, information and referral and research capabilities by upgrading Department with appropriate computer system, and training staff in effective usage of system.
  - Reduce overtime costs by increasing the use of volunteers and students for special events, mailings or other appropriate tasks.
  - Decrease conference sponsorship costs by aggressively seeking co-sponsors and/or by charging affordable registration fees.
  - Provide "7 Habits of Highly Effective People" training to staff.
  - In conjunction with Mayor's Senior Citizens Commission initiate standing City interdepartmental liaison committees to better coordinate services, information/research and to eliminate duplication.

### MAJOR INITIATIVES:

To increase community awareness and recognition of senior citizens, the Department will continue to sponsor and assist in the planning of many activities: Mayor's Senior Appreciation Day; Senior Power Day; Community Meetings; and Centenarian Luncheon.

### PLANNING FOR THE FUTURE

The Department will increase efforts in areas affecting the elderly special needs population: interdepartmental and inter-agency liaison participation to increase service coordination; collaborative resource development; consolidated research efforts for needs assessments and project evaluations; and technical assistance for providers and network coalitions.

The Senior Citizens Department has launched its "Older and Bolder" campaign. The campaign will focus on awareness of local issues and Seniors' ongoing involvement in those issues. In response to the Safe Streets Initiative, the Senior Citizens Department through its "Older and Bolder" campaign has contacted seniors throughout the city and encouraged them to get involved. Their participation reaches its peak between the hours of 7 am to 9 am and 2 pm to 4 pm by looking out windows, watching the streets, turning on porch lights in the pre-dawn mornings and volunteering for patrol.

### GBG SENIOR CITIZENS ADVOCACY MEASURES AND TARGETS

GBG SENIOR CITIZENS ADVOCACY M			2000.01	2001.02
Goals:	1998-99	1999-00	2000-01	2001-02
Measures	Actual	Actual	Projection	Target
Advocate Federal, State and local policies and partnerships that will maximize the				
health, safety and welfare of Detroit's elderly:				
Senior Commission meetings	12	12	12	12
Senior Aides Employment Project:				
Subsidized job slots filled	120	120	120	120
Unsubsidized job placements	36	36	36	36
Conduct community outreach activities to ascertain unmet needs and inform about				
things affecting elderly:				
Intake/application screening for services	700	900	900	1,000
Brochures/flyers distributed	10,000	10,000	10,000	10,000
Special event planning meetings	20	24	24	24
Special events sponsored	3	3	3	3
Special events attendance	2,000	2,500	2,500	5,000
Media (radio/TV) information presentations	5	5	5	5
Speaking engagements	70	70	70	70
Community group forums	24	24	24	24
Group forum attendance	850	850	850	800
Maximize Department resources for focused delivery of high quality, effective				
and cost efficient services:				
Interdepartmental coordination meetings	45	45	45	45
Conference/special project contributions from outside sources	\$3,000	\$3,000	\$15,000	\$15,000
Staff training hours	500	600	800	800
Activity Costs	\$1,067,559	\$780,010	\$1,123,508	\$1,104,044

## **CITY OF DETROIT**

## **Senior Citizens Department**

# Financial Detail by Appropriation and Organization

Senior Citizen Advocacy	_	2000-01 2001-02 Redbook Dept Final Request		pt Final	2001-02 Mayor's Budget Rec	
Senior Citizens Advocacy	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT
APPROPRIATION ORGANIZATION						
00145 - Senior Citizens Advocacy						
400010 - Senior Citizen Advocacy	9	\$968,420	9	\$971,228	9	\$948,956
400015 - Grant Contributions-Cash	0	\$155,088	0	\$155,088	0	\$155,088
APPROPRIATION TOTAL	9	\$1,123,508	9	\$1,126,316	9	\$1,104,044
ACTIVITY TOTAL	9	\$1,123,508	9	\$1,126,316	9	\$1,104,044

# CITY OF DETROIT Budget Development for FY 2001 - 2002 Appropriations - Summary Objects

	2000-01	2001-02	2001-02	
	Redbook	Dept Final	Mayor's	
		Request	Budget Rec	
AC0540 - Senior Citizens Advocacy				
A40000 - Senior Citizens Department				
SALWAGESL - Salary & Wages	406,283	377,900	376,626	
EMPBENESL - Employee Benefi	193,715	184,131	186,834	
PROFSVCSL - Professional/Con	49,000	45,000	22,500	
OPERSUPSL - Operating Suppli	11,500	8,700	8,700	
OPERSVCSL - Operating Servic	177,602	183,057	187,196	
CAPEQUPSL - Capital Equipmen	5,000	5,340	0	
OTHEXPSSL - Other Expenses	280,408	322,188	322,188	
A40000 - Senior Citizens Department	1,123,508	1,126,316	1,104,044	
AC0540 - Senior Citizens Advocacy	1,123,508	1,126,316	1,104,044	
Grand Total	1,123,508	1,126,316	1,104,044	

### GBG INFORMATION AND REFERRAL ACTIVITY INFORMATION

### ACTIVITY DESCRIPTION: INFORMATION AND REFERRAL

Information and Referral project provides telephone and walk-in information about senior oriented services and assistance; provides appropriate referral assistance as deemed necessary to ensure that services are accessible. These information and referral services are provided to seniors, family members and concerned persons throughout the City of Detroit.

### GOAL AND OBJECTIVES:

Provide accurate, user-friendly, efficient information and referral services.

- 1. Maintain accurate, up-to-date service and provider directory to be reflective of geographical locations, scope of services, available transportation, business hours and costs/fees.
- 2. Reduce the number of client "call backs" resulting from inaccurate needs assessment information or referrals.
- 3. Increase customer usage of services and publicize availability of services.
- 4. Initiate follow-up call service to increase customer satisfaction and assess unmet needs (referrals only).
- 5. Periodically train staff to update, maintain and increase knowledge of resources and customer friendly needs assessment skills.
- 6. Provide immediate response to emergency calls and resolve/alleviate 50% of problems within 24 hours.

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# **SENIOR CITIZENS (40)**

### GBG INFORMATION AND REFERRAL MEASURES AND TARGETS

Goals:	1998-99	1999-00	2000-01	2001-02
Measures	Actual	Actual	Projection	Target
Provide accurate, user-friendly, efficient information and referral services:				
New Clients	8,500	8,500	9,080	9,080
Client Contacts	11,135	11,135	11,905	11,905
% of Client Contacts evaluated as satisfied customers	N/A	N/A	90%	90%
Information & Referral Service literature distributed	4,500	5,000	8,000	8,000
Number of Units of Service	4,900	4,900	5,327	5,327
Activity Costs	\$90,108	\$124,617	\$179,939	\$185,160

## **CITY OF DETROIT**

## **Senior Citizens Department**

# Financial Detail by Appropriation and Organization

Information & Referral		000-01 edbook	2001-02 Dept Final Request		2001-02 Mayor's Budget Rec	
Information & Referral	FTE	<b>AMOUNT</b>	FTE	AMOUNT	FTE	AMOUNT
APPROPRIATION ORGANIZATION						
10035 - Information & Referral						
400200 - Information & Referral	2	\$179,939	0	\$0	0	\$0
APPROPRIATION TOTAL	2	\$179,939	0	\$0	0	\$0
10555 - Information and Referral 2001/02						
400276 - Information and Referral 10/01 - 02	0	\$0	2	\$185,160	2	\$185,160
APPROPRIATION TOTAL	0	\$0	2	\$185,160	2	\$185,160
ACTIVITY TOTAL	2	\$179,939	2	\$185,160	<u> </u>	\$185,160

# CITY OF DETROIT Budget Development for FY 2001 - 2002 Appropriations - Summary Objects

	2000-01 Redbook	2001-02 Dept Final Request	2001-02 Mayor's Budget Rec	
AC1040 - Information & Referral				
A40000 - Senior Citizens Department				
SALWAGESL - Salary & Wages	81,205	88,300	90,508	
EMPBENESL - Employee Benefi	39,291	43,003	45,153	
PROFSVCSL - Professional/Con	44,370	45,000	40,583	
OPERSUPSL - Operating Suppli	2,000	2,000	2,000	
OPERSVCSL - Operating Servic	11,050	4,557	4,617	
OTHEXPSSL - Other Expenses	2,023	2,300	2,300	
A40000 - Senior Citizens Department	179,939	185,160	185,160	
AC1040 - Information & Referral	179,939	185,160	185,160	
Grand Total	179,939	185,160	185,160	

### GBG SENIOR AIDES PROGRAM ACTIVITY INFORMATION

### ACTIVITY DESCRIPTION: SENIOR AIDES PROGRAM

This activity includes employment and training for economically disadvantaged senior citizens, funded under Title V of the Older Americans Act of 1965 through the National Senior Citizens Education and Research Center.

### **GOALS AND OBJECTIVES:**

Create through education and training, a workforce educated and trained to the specifications of business and industry for Detroit's current and future employer needs and to improve the ability of economically disadvantaged senior citizens to cope efficiently with situations in their external environment by providing employment, training and counseling.

### GBG SENIOR AIDES MEASURES AND TARGETS

Goals:	1998-99	1999-00	2000-01	2001-02
Measures	Actual	Actual	Projection	Target
Create, through education and training, a workforce educated and trained to the Specifications of business and industry for Detroit's current and future employment				
needs:				
Number of older workers enrolled in classroom training	10	10	25	25
Number of older workers receiving supportive services	50	50	50	50
Percentage of older workers entering employment	30%	30%	30%	30%
Senior Aides enrollments	120	120	120	120
Activity Costs	\$571,090	\$915,648	\$904,340	\$904,954

## **CITY OF DETROIT**

## **Senior Citizens Department**

# Financial Detail by Appropriation and Organization

Sr Citizens Aides Admin		000-01 edbook	2001-02 Dept Final Request		2001-02 Mayor's Budget Rec	
Senior Aides Program 2000	FTE	<b>AMOUNT</b>	FTE	<b>AMOUNT</b>	FTE	<b>AMOUNT</b>
APPROPRIATION ORGANIZATION						
10036 - Senior Aides Program 2000						
400210 - Sr Citizens Aides Admin	2	\$154,474	0	\$0	0	\$0
400220 - Sr Citizens Aides Training Support	0	\$749,866	0	\$0	0	\$0
APPROPRIATION TOTAL	2	\$904,340	0	\$0	0	\$0
10556 - Senior Aides Program - 2001/02						
400281 - Senior Aides Administration 6/02	0	\$0	2	\$158,037	2	\$155,088
400286 - Senior Aides Training 6/02	0	\$0	0	\$749,866	0	\$749,866
APPROPRIATION TOTAL	0	\$0	2	\$907,903	2	\$904,954
ACTIVITY TOTAL	2	\$904,340	2	\$907,903	2	\$904,954

# CITY OF DETROIT Budget Development for FY 2001 - 2002 Appropriations - Summary Objects

	2000-01 Redbook	2001-02 Dept Final Request	2001-02 Mayor's Budget Rec	
AC1540 - Senior Aides				
A40000 - Senior Citizens Department				
SALWAGESL - Salary & Wages	94,239	91,300	93,583	
EMPBENESL - Employee Benefi	109,116	111,026	110,917	
PROFSVCSL - Professional/Con	664,902	681,618	681,051	
OPERSVCSL - Operating Servic	31,297	2,566	2,566	
OTHEXPSSL - Other Expenses	4,786	21,393	16,838	
A40000 - Senior Citizens Department	904,340	907,903	904,954	
AC1540 - Senior Aides	904,340	907,903	904,954	
Grand Total	904,340	907,903	904,954	

CITY OF DETROIT

Budget Development for FY 2001 - 2002

Appropriation Summary - Revenues

	1999-00 Actuals	2000-01 Redbook	2001-02 Dept Final Request	2001-02 Mayor's Budget Rec	Variance
A40000 - Senior Citizens Department					
06920 - Information Referral 98-99					
432330 - Grants-Other	111,881	0	0	0	0
521100 - Grant Contributions-Ca	32,428	0	0	0	0
06920 - Information Referral 98-99	144,309	0	0	0	0
10035 - Information & Referral					
432340 - Grants-Other -F	0	179,939	0	0	(179,939)
521100 - Grant Contributions-Ca	79,852	0	0	0	0
10035 - Information & Referral	79,852	179,939	0	0	(179,939)
10555 - Information and Referral 2001/0	02				
432330 - Grants-Other	0	0	185,160	185,160	185,160
10555 - Information and Referral 2001	0	0	185,160	185,160	185,160
10036 - Senior Aides Program 2000					
432330 - Grants-Other	0	749,866	0	0	(749,866)
521100 - Grant Contributions-Ca	903,463	154,474	0	0	(154,474)
10036 - Senior Aides Program 2000	903,463	904,340	0	0	(904,340)
10556 - Senior Aides Program - 2001/0	2				
432330 - Grants-Other	0	0	749,866	749,866	749,866
521100 - Grant Contributions-Ca	0	0	155,088	155,088	155,088
10556 - Senior Aides Program - 2001/	0	0	904,954	904,954	904,954
06595 - Senior Aides Program 99					
521100 - Grant Contributions-Ca	626,178	0	0	0	0
06595 - Senior Aides Program 99	626,178	0	0	0	0
A40000 - Senior Citizens Department	1,753,802	1,084,279	1,090,114	1,090,114	5,835
Grand Total	1,753,802	1,084,279	1,090,114	1,090,114	5,835

# CITY OF DETROIT MAYOR'S 2001/2002 RECOMMENDED BUDGET

# **Senior Citizens Department**

Appropriation	REDBOOK FY	DEPT REQUEST	MAYORS FY
Organization	2000 2001 FTE	FY 2001 2002 FTE	2001 2002 FTE
Classification			
00145 - Senior Citizens Advocacy			
400010 - Senior Citizen Advocacy			
Director - Senior Citizens	1	1	1
Deputy Director - Sr Citizens	1	1	1
Admin Specialist I	1	1	1
Sr Governmental Analyst	1	1	1
Sr Soc Plan and Dev Splst	1	1	1
Executive Secretary I	2	2	2
Principal Clerk	1	1	1
Typist	1	1	1
Total Senior Citizen Advocacy	9	9	9
Total Senior Citizens Advocacy	9	9	9
10035 - Information & Referral			
400200 - Information & Referral			
Office Automation Support Asst	1	0	0
Admin Asst GD II - Sr Citizens	1	0	0
Total Information & Referral	2	0	0
Total Information & Referral	2	0	0
10036 - Senior Aides Program 2000			
400210 - Sr Citizens Aides Admin			
Prin Soc Plan and Dev Splst	1	0	0
Sr Soc Plan and Dev Splst	1	0	0
Total Sr Citizens Aides Admin	2	0	0
Total Senior Aides Program 2000	2	0	0
10555 - Information and Referral 2001/02			
400276 - Information and Referral 10/01 - 02			
Admin Asst GD III	0	1	1
Community Services Assistant	0	1	1
Office Automation Support Asst	0	0	0

# CITY OF DETROIT MAYOR'S 2001/2002 RECOMMENDED BUDGET

# **Senior Citizens Department**

Appropriation	REDBOOK FY	DEPT REQUEST	MAYORS FY
Organization	2000 2001 FTE	FY 2001 2002 FTE	2001 2002 FTE
Classification			
10555 - Information and Referral 2001/02			
400276 - Information and Referral 10/01 - 02			
Admin Asst GD II - Sr Citizens	0	0	0
Total Information and Referral 10/01 - 02	0	2	2
Total Information and Referral 2001/02	0	2	2
10556 - Senior Aides Program - 2001/02			
400281 - Senior Aides Administration 6/02			
Prin Soc Plan and Dev Splst	0	1	1
Sr Soc Plan and Dev Splst	0	1	1
<b>Total Senior Aides Administration 6/02</b>	0	2	2
Total Senior Aides Program - 2001/02	0	2	2
Agency Total	13	13	13